



Understanding Your New Water & Sewer Bill

Easier to read. More informative.

1. Summary Detail

Information about the account including your Account Number, Bill Date, Bill Number, and Account Parcel Number.

2. Due Date

Payment must be received by this date to avoid interest charges.

3. Meter Readings and Usage

The Previous Read Date is the beginning of the billing cycle and the Current Read Date is the end of the Billing Cycle. The Previous and Current Readings are the amount of water registered on your meter on those dates. The difference between these two reads is your Current Usage which is the amount of water used this billing period. Read Code indicates whether the read is actual or estimated.

4. Charges and Tier Schedule

This section shows how much of your total usage was used in each of the 3 possible Tiers. The Rate Schedule can be found at arlingtonma.gov/water (click Rate Schedule in left hand navigation). Admin Charge helps to cover the cost of providing account services to our customers.

5. History

This shows past usage over 5 previous billing cycles.

6. Details of Current and Past Due Charges

All charges that make up the bill. This includes Previous Balance, Interest on outstanding balances, and the Total Current Bill for this quarter.

7. Total Due

This amount must be paid and received by the due date. Interest charges will result if payments are received after the due date.

8. Right to Dispute

Excellent Customer Service is our goal. Before the due date of the bill, please contact us to request review of your bill for any reason by using our "Bill Inquiry Form" found at arlingtonma.gov/water. This process allows us to track and resolve inquiries most efficiently.

9. Payment Coupon

To pay by mail: use the envelope included with your bill, detach the tear-off payment coupon portion and include it with your payment. To pay online visit arlingtonma.gov/treasurer (click "Pay / Bill Look Up," select "Water/Sewer Bill")

10. Optional Donations

You can include optional donations in addition to your Total Due in these boxes.

 <p>Town of Arlington 730 Massachusetts Ave Arlington, MA 02476 Treasurer's Office Phyllis L. Marshall, Collector</p>		<p>Billing Questions 781-316-3040 arlingtonma.gov/treasurer</p> <p>Water Usage Questions 781-316-3102 arlingtonma.gov/water</p>		<p>Water and Sewer Bill Keep this copy for your records</p>																			
<p>Customer Name ARLINGTON WATER SEWER CUSTOMER</p>		<p>Meter Location 15 TEST BILL WAY</p>																					
<p>1 Account Number 1XXXXXXX1</p>		<p>Bill Date 04/01/2022</p>		<p>Bill Number 100189</p>																			
<p>2 Meter Number(s) 123456789</p>		<p>Previous Read Date 11/30/2021</p>		<p>Current Read Date 02/28/2022</p>																			
<p>3 Previous Reading 45</p>		<p>Current Reading 45</p>		<p>Read Code E</p>																			
				<p>CCF 0</p>																			
<p>4 Tier Schedule</p>		<p>CCF 0</p>		<p>Water Rate \$7.08</p>																			
				<p>Water Charge \$0.00</p>																			
				<p>Sewer Rate \$8.34</p>																			
				<p>Sewer Charge \$0.00</p>																			
				<p>Total Charges \$0.00</p>																			
				<p>TIER 1 0 - 15 CCF</p>																			
				<p>ADMIN CHARGE</p>																			
				<p>TOTAL</p>																			
<p>SAMPLE</p>																							
<p>5 HISTORY PERIOD 02/22 0 11/21 45</p>		<p>1 CCF equals 748 gallons</p>		<p>6 READ CODE A = Actual E = Estimate F = Final</p>																			
<p>THIS BILL IS BEING GENERATED BY ARLINGTON'S NEW WATER & SEWER BILLING SOFTWARE. FOR MORE DETAILS PLEASE VISIT ARLINGTONMA.GOV/WATER</p>																							
<p>7 AVOID HIGH FUTURE BILLS. If there is an "E" or a "0" consumption on your bill, contact the Water Department immediately. RIGHT TO DISPUTE YOUR WATER/SEWER BILL: If for any reason you believe your water bill is in error (including estimated and 0 usage bills), you must file a dispute, in writing, explaining what you believe the error to be. Use the Bill Inquiry Form found at arlingtonma.gov/water. The Bill Inquiry Form must be received before the due date or your right to dispute is forfeited. All bills must be paid as issued on or before the due date to avoid interest charges while the bill is being reviewed. All disputes/bill inquiries must be emailed to DPWwaterbillquestions@town.arlington.ma.us.</p>																							
<p>Town Hall Hours: Mon-Wed 8:00am-4:00pm; Thurs 8:00am-7:00pm; Fri 8:00am-12:00pm 9 DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT ></p>																							
<p>8 Pay Online at arlingtonma.gov/treasurer</p>																							
<p>9 Meter Location: 15 TEST BILL WAY</p>																							
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<p>10 <input type="checkbox"/> Check here for Change of Address. See reverse side of bill.</p>																							
<p>021660420222001000189000000810176</p>																							

Look at the Back of Your Bill

You will find detailed information about water and sewer billing policies and procedures, rates, and regulations.

You can submit a change of name and/or address for your Water and Sewer Bill by using the back of the payment coupon OR completing a "Water/Sewer Billing Address Change Form" found at arlingtonma.gov/treasurer (under Common Forms and Documents)

Contact Us

Town of Arlington
Water and Sewer Division
DPWwaterbillquestions@town.arlington.ma.us